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# Where To Get Your Medicare Questions Answered

DEPARTMENT OF HEALTH & HUMAN SERVICES · USA
HCFA
MEDICARE • MEDICAID
Health Care Financing Administration

## Call the Medicare Helpline

1-800-MEDICARE (English and Spanish)
1-800-633-4227
TTY/TDD: 1-877-486-2048

- General Medicare information.
- Medicare booklets. May also be available in audiotape (English and Spanish), Braille, Spanish, Chinese, and large print (English and Spanish).
- Answers to Medicare Part A and Part B coverage questions.
- Information about Medicare health plan choices in your area including cost, benefits, quality, and other information.
- Information about Medicare patients' rights and appeal rights.
- Information about nursing homes in your area.
- Information about Medicare events and activities in your area.
- The most up-to-date phone numbers (including TTY/TDD) for information on Medicare bills and services; and general information on: fraud and abuse, buying Medigap or long-term care insurance, appeals and complaints, and programs to help pay medical bills for people with a low income.

For more information, see your *Medicare & You* handbook. If you need a copy, call 1-800-MEDICARE (1-800-633-4227).

## Hours to Call:

- 8:00 a.m. – 4:30 p.m., Monday through Friday in your time zone to speak to an English- or Spanish-speaking operator.
- 24 hours a day, 7 days a week to listen to pre-recorded answers to frequently asked questions in English or Spanish.

## Look on the Internet:

- Visit www.medicare.gov to get more information on Medicare, order booklets, and compare health plans, Medigap policies, nursing homes, and more!

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## Call the Social Security Administration (SSA)

**1-800-772-1213 (English and Spanish)**
**TTY/TDD: 1-800-325-0778**

- Ask for a replacement Medicare card.
- Change your address.
- Sign up for Medicare Part A and Part B.
- Ask questions about SSA benefits.
- Ask questions about Medicare Part A and Part B eligibility and enrollment.
- Ask Medicare premium questions.
- Find your local SSA office.
- Report a death.

## Hours to Call:

- 7:00 a.m. – 7:00 p.m., Monday through Friday to speak to an English- or Spanish-speaking operator.
- 24 hours a day, 7 days a week to listen to pre-recorded information and services in English or Spanish.

## Look on the Internet:

- Visit www.ssa.gov to ask for a Medicare replacement card, find your local SSA office, and get important information about SSA.

If you get benefits from the Railroad Retirement Board, call your local office at 1-800-808-0772 or visit www.rrb.gov on the Internet.

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